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Attachment 2

(Complete set of claims)

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1. (Three Times Amended) A computer implemented and user interactive method for
brokering upgraded resources that provides greater software product functionality comprising the
steps of
providing a computer system that includes a software product that initially provides to the
user a subset of software product functionality,
collecting data describing user interaction with the subset,
analyzing automatically said data to determine whether at least one data pattern has been
identified, and
initiating, by the computer system, communication with the user of an availability of
product functionality that can be perceived by the user and that is not within the subset when said
at least one data pattern has been identified.

2. (Amended). The method of claim 1 wherein said collecting step comprises the step of
collecting interval of use data for said software product.

3. (Amended). The method of claim 1 wherein said collecting step comprises the step of
collecting statistical data regarding use of said software product.

4. The method of claim 1 wherein said collecting step comprises the step of
collecting demographic data regarding said user.

5. The method of claim 1 wherein said collecting step comprises the step of
collecting geographic data regarding said user.

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6. (Amended). The method of claim 1 wherein said step of analyzing automatically
comprises the step of
determining whether any threshold has been satisfied by said collected data.

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1 7. The method of claim 1 wherein said step of analyzing comprises the step of
2 applying a fuzzy algorithm to said collected data to determine whether a said data pattern
3 can be identified.

1 8. (Amended). The method of claim 1 wherein said initiating step comprises using the
2 computer system to interactively communicate with said user.

1 9. (Amended). The method of claim 8, wherein said initiating step further comprises
2 interactively communicating by voice with said user.

 1 10. (Amended). The method of claim 8 wherein said initiating step further comprises
2 interactively communicating by a visual mechanism and a tactile response mechanism
3 with said user.

1 11. (Amended). The method of claim 1 further comprising the steps of
2 collecting data from a group of users,
3 collecting user decisions from the group of users, and
4 determining when to offer greater software product functionality to at least one user
5 based upon at least group user data and decisions.

1 • 12. (Twice Amended). A computer implemented and user interactive method for brokering
2 upgraded functionality in a voice responsive telephone personal assistant system comprising the
3 steps of
4 providing a computer system that includes a personal assistant system software product
5 that initially provides to the user a subset of software product functionality,
6 collecting data describing user interaction with the subset,
7 analyzing automatically said data to determine whether at least one data pattern has been
8 identified, and
9 initiating, by the personal assistant system, communication with the user of an
10 availability of product functionality that is not within the subset when said at least one data
11 pattern has been identified.

13 13. (Amended) The method of claim 12 wherein said analyzing step further comprises the
14 step of
15 identifying a data pattern when at least one user threshold has been satisfied.

16 14. (Amended). The method of claim 13 further comprising the steps of
17 collecting data from a group of users,
18 collecting user upgrade decisions from at least a portion of the group, and
19 determining when to offer said greater functionality to a user based upon at least group
20 response data and decisions.

21 15. (Amended). The method of claim 13 wherein said initiating step further comprises
22 verbally and interactively making an offer, by said system, to said user for greater
23 functionality in using said system.

24 16. (Amended). The method of claim 15 wherein said making step comprises
25 interactively presenting said offer, by said system, for greater functionality in the context
26 of a new message.

1 17. (Amended). The method of claim 12 further comprising the step of
2 offering greater functionality by the system to the user in multiple steps dependent at
3 least upon said data patterns.

1 18. (Three Times Amended). A computer implemented and user interactive method for
2 brokering upgraded resources that provides greater software product functionality comprising the
3 steps of
4 providing a computer system that includes a software product that initially provides to the
5 user a subset of software product functionality,
6 collecting use data describing use of the subset,
7 analyzing automatically by the computer said data to determine whether at least one use
8 threshold has been satisfied, and
9 initiating, by the computer system, communication with the user of an availability of
10 product functionality that can be perceived by the user and that is not within the subset when said
11 at least one threshold has been satisfied.

1 19. (Amended). The method of claim 18 wherein said collecting step comprises
2 collecting interval of use data for said product.

1 20. (Amended). The method of claim 18 wherein said collecting step comprises
2 collecting statistical data regarding use of said product.

1 • 21. (Twice Amended). A method for brokering upgraded functionality in a voice responsive
2 telephone personal assistant system for enabling greater functionality for a product function in
3 said system comprising the steps of
4 providing a voice responsive telephone personal assistant system that includes a software
5 product that initially provides to the user a subset of software product functionality,
6 collecting use data describing use of said product function,
7 analyzing automatically said data to determine whether at least one use threshold has
8 been exceeded, and
9 initiating, by the voice responsive telephone personal assistant system, communication
10 with the user of an availability of product functionality that can be audibly perceived by the user
11 and that is not within the subset when said at least one threshold has been satisfied.

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14 cont'd
2 22. (Twice Amended). A computer implemented apparatus for brokering upgraded resources
3 for enabling greater functionality for a product function comprising
4 means for providing to a user a subset of functionality of a software product,
5 means for collecting use data describing user interaction with said product function,
6 means for analyzing automatically said use data for determining whether at least one data
7 pattern has been identified, and
8 means for initiating, by the apparatus, communication with a user of said product
9 function an availability of said greater functionality when said at least one data pattern has been
identified.

1 23. (Amended). The apparatus of claim 22 wherein said collecting means collects interval of
2 use data for said product function.

1 24. (Amended). The apparatus of claim 22 wherein said collecting means collects statistical
2 data regarding use of said product.

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1 25. (Twice Amended). A computer implemented apparatus for brokering upgraded resources
2 for enabling greater functionality for a product function comprising
3 means for providing to a user a subset of functionality of a software product,
4 means for collecting use data describing use of said product function,
5 means for analyzing automatically said use data for determining whether at least one use
6 threshold has been exceeded, and
7 means for initiating, by the apparatus, communication with a user of product functionality
8 that is not within the subset when said at least one threshold has been satisfied.

1 26. (Amended). The apparatus of claim 25 wherein said collecting means collects interval of
2 use data for said product function.

1 27. (Amended). The apparatus of claim 25 wherein said collecting means collects statistical
2 data regarding use of said product.

1 28. (NEW). The method of claim 1, further comprising the step of receiving at the computer
2 system user input indicating a selection of at a portion of the product functionality not
3 within the subset.

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1 29. (NEW). The method of claim 18, further comprising the step of receiving at the computer
2 system user input indicating a selection of at a portion of the product functionality not
3 within the subset.

1 30. (NEW). The method of claim 21, further comprising the step of receiving at the personal
2 assistant system user input indicating a selection of at a portion of the product
3 functionality not within the subset.
